EAST Search History

EAST Search History (Prior Art)

Ref #	Hits	Search Query	DBs	Default Operator	Plurals	Time Stamp
L10	3459	bellsouth.as.	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2009/08/31 15:50
L9	276	(before and after) near2 (test$4 screen$4 evaluat$5 assess$6) same (training education learning skill proficiency)	US-PGPUB; USPAT; EPO; JPO	OR	ON	2009/08/31 15:49
L8	173	(pre and post) near2 (test$4 screen$4 evaluat$5 assess$6) same (training education learning skill proficiency)	US-PGPUB; USPAT; EPO; JPO	OR	ON	2009/08/31 15:49
L7	5	(time adj study) and L6	US-PGPUB; USPAT; EPO; JPO	OR	ON	2009/08/31 15:49
L6	1253	(key adj (performance management measurement volume) adj indicator)	US-PGPUB; USPAT; EPO; JPO	OR	ON	2009/08/31 15:49
L5	510	L4 and (train$4 coach $4)	US-PGPUB; USPAT; EPO; JPO	OR	ON	2009/08/31 15:49
L4	1253	(key adj (performance management measurement volume) adj indicator)	US-PGPUB; USPAT; EPO; JPO	OR	ON	2009/08/31 15:49
L3	1	(VIGIL and SHIRLEY). in.	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2009/08/31 15:49
L2	9	((rank ranking) near2 (employee worker staff agent workforce)) and L1	US-PGPUB; USPAT; EPO; JPO	OR	ON	2009/08/31 15:49

| L1 | 49 | (US-20050131747-$ or US-20060282305-$ or US-20040186758-$ or US-20030130884-$ or US-20040068431-$ or US-20040102926-$ or US-20050071737-$ or US-20050198486-$ or US-20070021967-$ or US-20050043976-$ or US-20050091093-$ or US-20040030590-$ or US-20070055564-$ or US-20040215503-$ or US-20040009462-$ or US-20060123060-$ or US-20070203711-$ or US-20030229529-$ or US-20060240396-$ or US-20070202475-$ or US-20070203710-$ or US-20030182178-$ or US-20030152901-$ or US-20030129575-$ or US-20040014016-$ or US-20040029093-$). did. or (US-20030187723-$ or US-20020198765-$ or US-20010039002-$ or US-20030101091-$).did. or (US-6345239-$ or US-7035809-$ or US-7366680-$ or US-6944596-$ or US-6735570-$ or US-6754874-$ or US-6859523-$ or US-5987443-$ or US-6606480-$ or US-6807535-$ or US-7153140-$ or US-7181413-$ or US-6944624-$ or US-6438353-$ or US-7367808-$ or US-7092821-$ or US-7483842-$ or US-6119097-$).did. or (WO-0125971-$).did. | US-PGPUB; USPAT; DERWENT | OR | ON | 2009/08/31 15:49 |

| S154 | 130 | ("20020118220" \| "20030033184" \| "3245157" \| "3594919" \| "3705271" \| "4447421" \| "4505936" \| "4684349" \| "4776016" \| "4853952" \| "4916726" \| "5058008" \| "5100329" \| "5110329" \| "5199062" \| "5206903" \| "5228859" \| "5239460" \| "5299260" \| "5309505" \| "5310349" \| "5311422" \| "5384841" \| "5416694" \| "5469491" \| "5499291" \| "5511112" \| "5513308" \| "5533115" \| "5535256" \| "5583965" \| "5590188" \| "5594791" \| "5597312" \| "5633924" \| "5659768" \| "5675637" \| "5696811" \| "5703943" \| "5721770" \| "5727950" \| "5738527" \| "5745109" \| "5757644" \| "5790798" \| "5818907" \| "5825869" \| "5827071" \| "5833468" \| "5861881" \| "5877954" \| "5903641" \| "5904485" \| "5911134" \| "5914951" \| "5915973" \| "5937037" \| "5943416" \| "5946375" \| "5946387" \| "5947747" \| "5957659" \| "5963635" \| "5971271" \| "5991394" \| "6014134" \| "6038544" \| "6039575" \| "6044355" \| "6044368" \| "6052460" \| "6058163" \| "6067537" \| "6067538" \| "6070142" \| "6073127" \| "6078894" \| "6086381" \| "6108687" \| "6118865" \| "6118973" \| "6119097" | US-PGPUB; USPAT; USOCR | OR | ON | 2009/08/31 13:12 |

		| "6128380" | "6134539" | "6141528" | "6144971" | "6146148" | "6149441" | "6155840" | "6163607" | "6170014" | "6171109" | "6192122" | "6201948" | "6211451" | "6215865" | "6263049" | "6275812" | "6278777" | "6278978" | "6289340" | "6301573" | "6310951" | "6324282" | "6340977" | "6347139" | "6356632" | "6359982" | "6371765" | "6408064" | "6408066" | "6453038" | "6459787" | "6510221" | "6535600" | "6553114" | "6559867" | "6584192" | "6603854" | "6628777" | "6690788" | "6704410" | "6766012" | "6771764").PN. OR ("6771765" | "6775377" | "6856680" | "6865267").PN. OR ("7158628").URPN.				
S153	100	("4752889" | "4788682" | "4789962" | "4809272" | "4837798" | "4881261" | "4969185" | "5008930" | "5029200" | "5164981" | "5181236" | "5185782" | "5206903" | "5247569" | "5309513" | "5327490" | "5333266" | "5384771" | "5384841" | "5392329" | "5400327" | "5428608" | "5444774" | "5448626" | "5479487" | "5495523" | "5500891" | "5511117" | "5526417" | "5535270" | "5535323" | "5544232" | "5546452"	US-PGPUB; USPAT; USOCR	OR	ON	2009/08/31 13:08

		| "5546455" | "5546456" | "5548636" | "5550905" | "5555297" | "5557668" | "5563805" | "5570419" | "5572581" | "5577112" | "5581664" | "5586178" | "5586179" | "5586218" | "5592543" | "5594790" | "5619508" | "5619557" | "5633923" | "5633924" | "5640577" | "5652791" | "5657383" | "5668862" | "5678002" | "5699431" | "5701399" | "5703943" | "5712902" | "5715450" | "5724406" | "5724419" | "5724420" | "5740240" | "5742675" | "5790650" | "5796791" | "5802163" | "5802526" | "5812781" | "5825869" | "5826250" | "5831665" | "5832070" | "5844982" | "5848143" | "5870464" | "5884032" | "5907547" | "5923885" | "5963635" | "5991394" | "6044146" | "6078325" | "6094673" | "6263066" | "6332154" | "6356633" | "6449356" | "6449646" | "6453038" | "D344521").PN. OR ("7092509").URPN.					
S152	19	((call contact) near2 (center centre)) and ((productivity efficiency) same (agent employee representative)) and (repeat same call) and (rank$4 quartile)	US-PGPUB; USPAT; EPO; JPO	OR	ON	2009/08/31 13:05

S151	125	((call contact) near2 (center centre)) and ((productivity efficiency) same (agent employee representative)) and (repeat same call)	US-PGPUB; USPAT; EPO; JPO	OR	ON	2009/08/31 13:04
S150	290	((call contact) near2 (center centre)) and (productivity efficiency) and (repeat same call)	US-PGPUB; USPAT; EPO; JPO	OR	ON	2009/08/31 13:03
S149	1	"6192122".pn.	US-PGPUB; USPAT; EPO; JPO	OR	ON	2009/08/31 13:02
S148	11	((call contact) near2 (center centre)) and ASA and rank$4	US-PGPUB; USPAT; EPO; JPO	OR	ON	2009/08/31 12:59
S147	85	((call contact) near2 (center centre)) and ASA	US-PGPUB; USPAT; EPO; JPO	OR	ON	2009/08/31 12:59
S146	0	(S139 S140 S143) and S145	US-PGPUB; USPAT; EPO; JPO	OR	ON	2009/08/31 12:58
S145	53	(US-20050131747-$ or US-20060282305-$ or US-20040186758-$ or US-20030130884-$ or US-20040068431-$ or US-20040102926-$ or US-20050071737-$ or US-20050198486-$ or US-20070021967-$ or US-20050043976-$ or US-20050091093-$ or US-20040030590-$ or US-20070055564-$ or US-20040215503-$ or US-20040009462-$ or US-20060123060-$ or US-20070203711-$ or US-20030229529-$ or US-20060240396-$ or US-20070202475-$ or US-20070203710-$ or US-20030182178-$ or US-20030152901-$ or US-20030129575-$ or US-20040014016-$ or US-20040029093-$).did. or (US-20030187723-$ or US-20020198765-$ or US-	US-PGPUB; USPAT; DERWENT	OR	ON	2009/08/31 12:57

		20010039002-$ or US-20030101091-$ or US-20010008999-$).did. or (US-6345239-$ or US-7035809-$ or US-7366680-$ or US-6944596-$ or US-6735570-$ or US-6754874-$ or US-6859523-$ or US-5987443-$ or US-6606480-$ or US-6807535-$ or US-7153140-$ or US-7181413-$ or US-6944624-$ or US-6438353-$ or US-7367808-$ or US-7092821-$ or US-7483842-$ or US-6119097-$ or US-5726914-$ or US-5980429-$ or US-6324282-$).did. or (WO-0125971-$).did.					
S144	0	S143 and S140	US-PGPUB; USPAT; EPO; JPO	OR	ON	2009/08/31 12:57
S143	17	((repeat$3 return second subsequent) near2 call near2 percent $4) and ((call contact) adj (center centre))	US-PGPUB; USPAT; EPO; JPO	OR	ON	2009/08/31 12:57
S142	2722	((repeat$3 return second subsequent) near2 call) and ((call contact) adj (center centre))	US-PGPUB; USPAT; EPO; JPO	OR	ON	2009/08/31 12:57
S141	53	(US-20050131747-$ or US-20060282305-$ or US-20040186758-$ or US-20030130884-$ or US-20040068431-$ or US-20040102926-$ or US-20050071737-$ or US-20050198486-$ or US-20070021967-$ or US-20050043976-$ or US-20050091093-$ or US-20040030590-$ or US-20070055564-$ or US-20040215503-$ or US-20040009462-$ or	US-PGPUB; USPAT; DERWENT	OR	ON	2009/08/31 12:56

		US-20060123060-$ or US-20070203711-$ or US-20030229529-$ or US-20060240396-$ or US-20070202475-$ or US-20070203710-$ or US-20030182178-$ or US-20030152901-$ or US-20030129575-$ or US-20040014016-$ or US-20040029093-$). did. or (US-20030187723-$ or US-20020198765-$ or US-20010039002-$ or US-20030101091-$ or US-20010008999-$).did. or (US-6345239-$ or US-7035809-$ or US-7366680-$ or US-6944596-$ or US-6735570-$ or US-6754874-$ or US-6859523-$ or US-5987443-$ or US-6606480-$ or US-6807535-$ or US-7153140-$ or US-7181413-$ or US-6944624-$ or US-6438353-$ or US-7367808-$ or US-7092821-$ or US-7483842-$ or US-6119097-$ or US-5726914-$ or US-5980429-$ or US-6324282-$).did. or (WO-0125971-$).did.					
S140	14	(rank$4) near2 (ASA (average adj speed))	US-PGPUB; USPAT; EPO; JPO	OR	ON	2009/08/31 12:56
S139	4	(rank$4) near2 (ASA (average adj speed adj answer))	US-PGPUB; USPAT; EPO; JPO	OR	ON	2009/08/31 12:56
S138	1	"20070203711".pn.	US-PGPUB	OR	ON	2009/08/31 11:14

EAST Search History (Interference)

< This search history is empty>

8/31/2009 3:50:33 PM

C:\ Documents and Settings\ sjarrett\ My Documents\ EAST\ Workspaces \ 10735044_Bellsouth_BusinessPerformanceMgmt.wsp